

# QA7 – GRIEVANCE AND COMPLAINTS PROCEDURE

## SCOPE

This policy / procedure or tool provides a framework to guide all actions for the Approved Provider, Nominated supervisor, all team members, children, parents, volunteers, contractors and any visitors to the Service.

Failure to adhere to this policy, or any of its associated documents, may result in disciplinary action being taken up to and including termination of employment for personnel, refusal of service for clients, and / or the dissolving of contractual agreements with suppliers and individuals outside of our Service.

## RESPONSIBILITIES

All team members, visitors, students and volunteers must comply with this procedure.

## PROCEDURE

The following procedure should be adhered to, to ensure all complaints and grievances are handled appropriately.

- In the first instance a grievance or complaint should be raised with the respective person.
- All grievances or complaints should be raised in a confidential manner.
- If the grievance or complaint is not resolved, the complainant should then raise the concern with the Nominated Supervisor/management.
- The Nominated Supervisor/management will document the conversion, and the agreed resolution to keep on record.
- If the grievance or complaint is not resolved, it should be raised with the next appropriate person in the escalation pathway. If the person raising the complaint is uncomfortable addressing the complaint directly, they can follow the escalation pathway to the next appropriate person.
- Both parties should work together to resolve any issue, grievance or complaint.
- Management or the person resolving/mediating the complaint must advise all parties of the outcome.
- If a parent is unhappy with the resolution, they can refer the complaint to the relevant Department or person outlined below.

TABLE 1: GRIEVANCE ESCALATION PATH & CONTACT DETAILS



Contact details:

CENTRE MANAGER (NOMINATED SUPERVISOR)	Michelle Schonberger	Michelle.Schonberger@moranbahelc.com.au
EXECUTIVE CENTRE MANAGERT	Rachael Vogel	Rachael.Vogel@moranbahelc.com.au
COMPANY SECRETARY	Chris Wright	chris@brownbird.com.au
DEPARTMENT OF EDUCATION – MACKAY OFFICE	PO Box 760 MACKAY QLD 4740	Phone: (07) 4842 8300

## REFERENCES

*Education and Care Services National Regulations (2018).*